
PagePro™ 1400W

User's Guide

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Thank You

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Our Concern for Environmental Protection 81

What is an ENERGY STAR product? 81

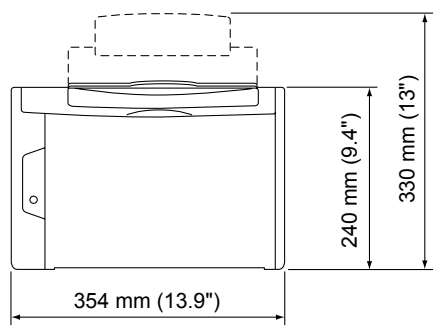
Introduction

1

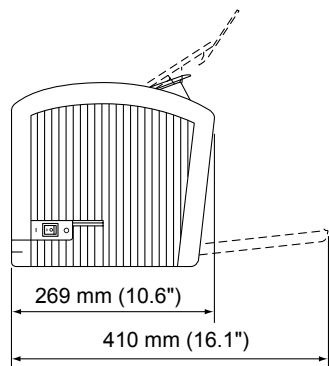
Getting Acquainted with Your Printer

Space Requirements

To ensure easy operation, consumable replacement and maintenance, adhere to the recommended space requirements detailed below.



Front View



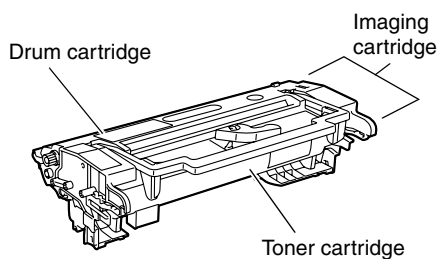
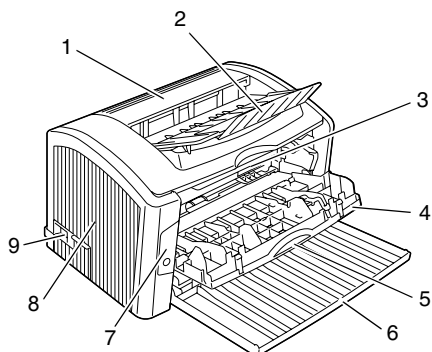
Side View

Printer Parts

The following drawings illustrate the parts of your printer referred to throughout this guide, so please take some time to become familiar with them.

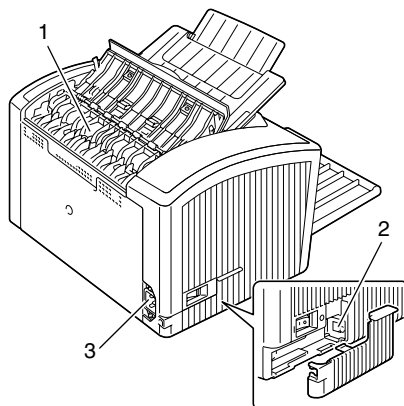
Front View

- 1—Top cover
- 2—Output tray
- 3—Imaging cartridge (Toner cartridge, Drum cartridge)
- 4—Front cover
- 5—Front cover grip
- 6—Tray 1
- 7—Control panel
- 8—Ventilation grilles
- 9—Power switch



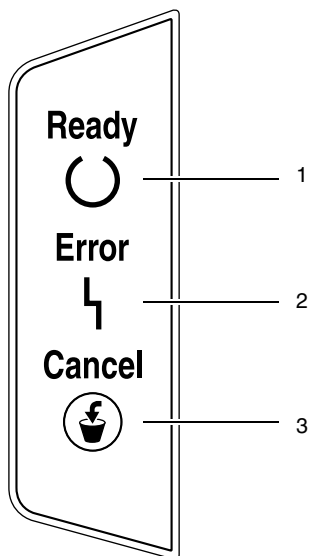
Rear View

- 1—Fuser unit
- 2—USB port
- 3—AC power connection



About the Control Panel

- 1—Ready indicator
- 2—Error indicator
- 3—Cancel key



About the Indicators

The indicators use five types of signals:

- Off
- On
- Slow blinking—1 blink every 2 seconds
- Blinking—1 blink per second
- Rapid blinking—2 blinks per second

Status Messages (Ready Indicator, Error Indicator)

Status messages indicate the current condition of the printer. The printer status also can be checked on the Status Display. (Refer to “Working with the Status Display” on page 16.) For details on the error messages and service messages, refer to “Indicator Messages” on page 60.

Ready indicator (green)	Error indicator (orange)	Condition	Action
Off	Off	Power off	None
On	Off	Ready to print	None
Rapid blinking	Off	Warming up	None
Blinking	Off	Processing data	None
		Printing	
On	On	Initializing (power on)	None
		Canceling a print job	
Slow blinking	Off	Energy Saver mode	None
Rapid blinking alternately		Waiting for manual duplex.	Load the second side of the media. (Refer to the “Manual Duplexing” on page 33.)
		Waiting for a proof print	Press the Cancel button if the proof print is acceptable. If it is not acceptable, hold down the Cancel button for more than 5 seconds to cancel the current job.

About the Cancel Key

The Cancel key allows you to:

- Continue a print job after addressing an error message
- Cancel a print job
- Begin printing the back of the page during manual duplex printing



For details on manual duplex printing, refer to “How do I manually duplex?” on page 33.

Continuing a Print Job after an Error Message

You can continue a print job after correcting the following types of errors:

- No more media in the tray
- Media of a different format than that set in the printer driver was fed into the printer



For details on the error messages, refer to “Indicator Messages” on page 60.

- 1 Check that one of the above errors has occurred.
- 2 Perform the corrective action.
- 3 Press the Cancel key (less than 5 seconds).
The print job continues.

Cancelling a Print Job

You can cancel a print job that is currently being processed.

- 1 While data is being processed or printed (the green “Ready” indicator is blinking), hold down the Cancel key for more than 5 seconds.
- 2 Release the Cancel key after both indicators light up.
The current print job has now been cancelled.

About the Software

2

Utilities and Documentation CD-ROM

Drivers

Drivers	Use/Benefit
Printer Driver for Windows XP/2000	These drivers give you access to all of the printer features, including finishing and advanced layout. See also “Displaying Printer Driver Settings” on page 10.
Printer Driver for Windows Me/98SE	



For detail on the installation of the printer drivers, refer to the PagePro 1400W Installation Guide.

Utilities

Utilities	Use/Benefit
Status Display	<p>From the Status Display, the current status of this printer, such as its consumables and error information, can be checked.</p> <p>For details, refer to “Working with the Status Display” on page 16.</p>

System Requirements

- Personal computer
Celeron 333 MHz or higher
- Operating System
Microsoft Windows XP Home Edition/Professional, Windows 2000 Professional, Windows Me, Windows 98SE
- Free hard disk space
 - Approximately 128 MB of free hard disk space for printer driver and Status Display
 - Approximately 128 MB of free hard disk space for image processing
- RAM
Windows XP: 128MB
Windows 2000/Me/98SE: 64MB
- CD-ROM/DVD drive
- I/O interface
USB 2.0 compliant port

Selecting Driver Defaults

Before you start working with your printer, you are advised to verify/change the default driver settings.

- 1 Choose the driver's properties as follows:
 - (Windows XP)
From the Windows menu bar, select **start - Printers and Faxes**.
Right-click the **KONICA MINOLTA PagePro 1400W** printer icon.
Select **Printing Preferences - Basic** tab.
 - (Windows 2000)
From the Windows menu bar, select **Start - Settings - Printers**.
Right-click the **KONICA MINOLTA PagePro 1400W** printer icon.
Select **Printing Preferences - Basic** tab.
 - (Windows Me/98SE)
From the Windows menu bar, select **Start - Settings - Printers**.
Right-click the **KONICA MINOLTA PagePro 1400W** printer icon.
Select **Properties - Printer Properties - Basic** tab.
- 2 Select the default settings for your printer, such as the default media size you use.

- 3 Click **Apply**.
- 4 Click **OK** to exit from the Properties dialog box.

Uninstalling the Printer Driver

This section describes how to uninstall the PagePro 1400W printer driver if necessary.

- 1 From the **Start** menu, choose **Programs** (Windows XP: **All Programs**), then **KONICA MINOLTA PagePro 1400W Utilities**, and then **KONICA MINOLTA PagePro 1400W Uninstall**.
- 2 In the Uninstall window, select the KONICA MINOLTA PagePro 1400W. Then click **Uninstall**.
- 3 The PagePro 1400W driver will be uninstalled from your computer.
- 4 Restart your computer.

Displaying Printer Driver Settings

Windows XP

- 1 From the **start** menu, choose **Printers and Faxes** to display the **Printers and Faxes** directory.
- 2 Right-click the **KONICA MINOLTA PagePro 1400W** printer icon and choose **Printing Preferences**.

Windows 2000/Me/98SE

- 1 From the **Start** menu, point to **Settings**, and then click **Printers** to display the **Printers** directory.
- 2 Display the printer driver settings:
 - **Windows 2000**—Right-click the **KONICA MINOLTA PagePro 1400W** printer icon and choose **Printing Preferences**.
 - **Windows Me/98SE**—Right-click the **KONICA MINOLTA PagePro 1400W** printer icon and choose **Properties**, then select **Printer Properties**.

Using the Printer Driver

Common Buttons

The buttons described below appear on each tab.

OK

Click to exit the Printing Preferences dialog box, saving any changes made.

Cancel

Click to exit the Printing Preferences dialog box without saving any changes made.

Apply

Click to save all changes without exiting the Printing Preferences dialog box.



*Depending on the version of the operating system, **Apply** may not appear.*

Help

Click to view the help.

Easy Set

This allows the current settings to be saved. To save the current settings, specify the desired settings, and then click **Save**. Specify the settings described below, and then click **OK**.

- **Name:** Type in the name of the settings to be saved.
- **Comment:** Add a simple comment to the settings to be saved.

Afterward, the saved settings can be selected from the drop-down list. To change the registered settings, click **Edit**.

Select **Defaults** from the drop-down list to reset the functions in all tabs to their default values.

Paper View

Click the button to display a sample of the page layout in the figure area.



*This button does not appear on the **Watermark**, **Quality**, and **Version** tabs.*

Printer View

Click the button to display an image of the printer in the figure area.



*This button does not appear on the **Version** tab.*

Watermark View

Click this button to display a preview of the watermark.



*This button appears only when the **Watermark** tab is selected.*

Quality View

Click this button to display a sample of the settings selected in the **Quality** tab.



*This button appears only when the **Quality** tab is selected.*

Default

Click this button to reset the settings to their defaults.



*This button does not appear on the **Version** tab.*



When this button is clicked, the settings in the displayed dialog box are reset to their defaults. The settings on other tabs are not changed.

Basic Tab

The Basic Tab allows you to

- Specify the orientation of the media
- Specify the size of the original document
- Select the output media size
- Zoom (expand/reduce) documents
- Specify the paper source
- Specify the type of media
- Specify the number of copies
- Turn on/off job collation
- Print a single copy for proofing

Layout Tab

The Layout Tab allows you to

- Print several pages of a document on the same page (Combination printing)
- Rotate the print image 180 degrees
- Specify duplex printing
- Print a guide
- Specify booklet printing
- Specify image shift settings

Overlay Tab



Be sure to use overlays with print jobs with a media size and orientation that matches the overlay form.

In addition, if settings have been specified for “Combination” or “Booklet” in the printer driver, the overlay form cannot be adjusted to match the specified settings.

The Overlay Tab allows you to

- Select the form to use
- Add, edit or delete overlay files
- Print the form on all pages or only the first page

Watermark Tab

The Watermark Tab allows you to

- Select the watermark to be used
- Add, edit or delete watermarks
- Lighten the density of the watermark
- Print the watermark on only the first page

Quality Tab

The Quality Tab allows you to

- Specify whether or not toner is conserved
- Control the darkness of an image (Brightness)
- Adjust the contrast (Contrast)
- Specify the resolution for the printout

Version Tab

The Version Tab allows you to view information about the printer driver.

Using the Status Display

3

Working with the Status Display

Introduction

The Status Display shows information about the current status of the printer (and its supplies) and allows you to specify various settings such as the time until the printer enters Energy Saver mode.

Opening the Status Display and Showing the Supplies Status

Use one of the following steps to open the Status Display:

- **Windows XP**—From the **start** menu, choose **All Programs**, then **KONICA MINOLTA PagePro 1400W Utilities**, and then **KONICA MINOLTA PagePro 1400W Status**.
- **Windows 2000/Me/98SE**—From the **Start** menu, choose **Programs**, then **KONICA MINOLTA PagePro 1400W Utilities**, and then **KONICA MINOLTA PagePro 1400W Status**.

Altering the Size of the Status Display Window

- From the Display menu, choose Status (Reduce) to decrease the size of the window.
- From the Display menu, choose Status (Expand) to increase the size of the window.

Using the Status Display

- When the background of the printer graphic is green, the printer is in standby mode or a job is printing normally.
- When the background of the printer graphic is red or yellow, there is an error and the job has been interrupted. The status of the printer and the error message are shown in the dialog boxes on the left.

The function areas include:

- **Printer Status**—Displays text messages that describe the current operational status of the printer.
- **How to Recover**—Provides you with explanations of what you need to do in order to correct problems and recover from error conditions.
- **Printer Status Figure**—Shows a graphic representation of the printer and indicates where the problem is.
- **Printing Status**—Displays the status of the current print job.

- **Popup Setting**—Allows you to choose which message(s) you want to bring to the foreground when that particular condition occurs with the printer.
- **Select Printer**—Allows you to select the printer that is displayed in the Status Display when multiple PagePro 1400W printer are connected to a single computer.
In addition, if the Startup check box is selected, the Status Display is automatically started up when the computer is started up.
- **Printer Information**—Allows you to check various information, such as the number of prints.
- **Supplies Status**—Displays the usage status (approximate percentage remaining) of the black toner cartridge and the drum cartridge.
- **Mode Setting**—Allows you to specify the following:
 - **Auto Continue:** If the Auto Continue check box is selected, printing can continue even if the media size set in the printer driver is different from the size of the media loaded in the tray.
- **Print Status Sheet**—Prints a list of status messages indicated by the control panel indicators and a list of error messages.
- **Print Config Page**—Prints a configuration page.

Recognizing Status Display Alerts

When the Status Display detects a printing problem, the icon on the Windows task bar changes from green to yellow or red, depending on the severity of the printer problem.

Recovering from a Status Display Alert

When the Status Display notifies you of a printing problem, double-click its icon on the Windows task bar to open the Status Display. The Status Display identifies what type of error has occurred.

Closing the Status Display

To close the Status Display from the File menu, choose **Exit**.



*If you click the **X** button in the upper-right corner of the Status Display window to close the window, the Status Display remains available at the bottom right of the taskbar. Double-click the icon to open the Status Display window again.*



Wait at least 5 seconds before opening the Status Display again after it has been closed.

Using Media

4

Media Specifications

What sizes of media can I use?

Media	Media Size	
	Millimeters	Inches
A4	210.0 × 297.0	8.2 × 11.7
B5 (JIS)	182.0 × 257.0	7.2 × 10.1
A5	148.0 × 210.0	5.9 × 8.3
Legal	215.9 × 355.6	8.5 × 14.0
Letter	215.9 × 279.4	8.5 × 11.0
Statement	140.0 × 216.0	5.5 × 8.5
Executive	184.0 × 267.0	7.25 × 10.5
Folio	210.0 × 330.0	8.25 × 13.0
Letter Plus	216.0 × 322.0	8.5 × 12.69
UK Quarto	203.0 × 254.0	8.0 × 10.0
Foolscap	203.0 × 330.0	8.0 × 13.0
G. Letter	203.0 × 267.0	8.0 × 10.5
G. Legal	216.0 × 330.0	8.5 × 13.0
Chinese 16K	185.0 × 260.0	7.3 × 10.2
Chinese 32K	130.0 × 185.0	5.1 × 7.3
16K	195.0 × 270.0	7.7 × 10.6
B5 (ISO)	176.0 × 250.0	6.6 × 9.8
Envelope #10	105.0 × 241.0	4.125 × 9.5
Envelope C5	162.0 × 229.0	6.4 × 9.0
Envelope DL	110.0 × 220.0	4.3 × 8.7
Envelope Monarch	98.0 × 191.0	3.875 × 7.5
Envelope C6	114.0 × 162.0	4.5 × 6.4
Envelope Chou #3	120.0 × 235.0	4.7 × 9.2
Envelope Chou #4	90.0 × 205.0	3.5 × 8.1
Japanese Postcard	100.0 × 148.0	3.9 × 5.8
Double Postcard	148.0 × 200.0	5.8 × 7.9
Custom, Minimum	76 × 127	2.99 × 5.00
Custom, Maximum	216 × 356	8.50 × 14.00



For custom sizes, use the printer driver to specify the settings within the ranges shown in the above table.

Media Types

Before purchasing a large quantity of special media, do a trial printing with the same media and check the print quality.

Keep media on a flat, level surface in its original wrapper until it is time to load it. For a list of approved media, refer to printer.konicaminolta.com.

Plain Paper

Capacity	Tray 1	Up to 150 sheets, depending on the paper weight
Orientation	Face up	
Driver Media Type	Plain Paper	
Weight	60 to 90 g/m ² (16 to 24 lb bond)	


Use plain paper that is

- Suitable for plain paper laser printers, such as standard office paper.

Note

Do not use the media types listed below. These could cause poor print quality, media misfeeds, or damage to the printer.

DO NOT use plain paper that is

- Coated with a processed surface (such as carbon paper, gloss-coated media, and colored paper that has been treated)
- Carbon backed
- Unapproved iron-on transfer media (such as heat-sensitive paper, heat-pressure paper, and heat-press transfer paper)
- Cold-water-transfer paper
- Pressure sensitive
- Designed specifically for inkjet printers (such as superfine paper, glossy film, and postcards)
- Already printed on by another printer, copier, or fax machine
- Dusty
- Wet (or damp)
 -  *Keep media between 35% and 85% relative humidity. Toner does not adhere well to moist or wet paper.*
- Layered

- Adhesive
- Folded, creased, curled, embossed, warped, or wrinkled
- Perforated, three-hole punched, or torn
- Too slick, too coarse, or too textured
- Different in texture (roughness) on the front and back
- Too thin or too thick
- Stuck together with static electricity
- Composed of foil or gilt; too luminous
- Heat sensitive or cannot withstand the fusing temperature (180°C [356°F])
- Irregularly shaped (not rectangular or not cut at right angles)
- Attached with glue, tape, paper clips, staples, ribbons, hooks, or buttons
- Acidic
- Any other media that is not approved

Transparencies



Do not fan transparencies before loading them. Resulting static electricity may cause printing errors.



If you touch the face of the transparencies with your bare hands, print quality may be affected.



Keep the printer path clean. Transparencies are especially sensitive to a dirty media path. If there are shadows on either the top or the bottom of the sheets, see chapter 6, “Maintaining the Printer”.



Remove transparencies as soon as possible from the output tray to avoid static buildup.

You can print continuously with transparencies. However, this could affect the media feed, depending on the media quality, static buildup, and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.



Loading a large number of transparencies at one time may cause static buildup, thus causing feeding problems.

Format the information to be printed on the transparencies within your application. Try printing your data on a sheet of plain paper first to check placement.

Capacity	Tray 1	Up to 5 transparencies, depending on their thickness
Orientation	Face up	
Driver Media Type	Transparency	

Use transparencies that are

- Approved for laser printing

DO NOT use transparencies that

- Have static electricity that will cause them to stick together
- Are specified for inkjet printers

Envelopes

Print on the front (address) side only. Some parts of the envelope consist of three layers of paper—the front, back, and flap. Anything printed in these layered regions may be lost or faded.

Capacity	Tray 1	Up to 10 envelopes, depending on their thickness
Orientation	Face up	
Driver Media Type	Envelope	
Weight	91 to 163 g/m ² (25 to 43 lb)	

Use envelopes that are

- Common office envelopes approved for laser printing with diagonal joints, sharp folds and edges, and ordinary gummed flaps



Because the envelopes pass through heated rollers, the gummed area on the flaps may seal. Using envelopes with emulsion-based glue avoids this problem.

- Approved for laser printing
- Dry

DO NOT use envelopes that have

- Sticky flaps
- Tape seals, metal clasps, paper clips, fasteners, or peel-off strips for sealing
- Transparent windows
- Too rough of a surface
- Material that will melt, vaporize, offset, discolor, or emit dangerous fumes
- Been presealed

Postcards

Format postcard data within your application. Try printing your data on a sheet of plain paper first to check placement.

Capacity	Tray 1	Up to 50 postcards, depending on their thickness*
Orientation	Face up	
Driver Media Type	Postcard	
Weight	60 to 163 g/m ² (16 to 43 lb)	

* For postcards that have already been printed on one side, up to 20 can be loaded.

Use postcards that are

- Approved for laser printers

DO NOT use postcards that are

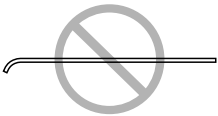
- Coated
- Designed for inkjet printers
- Precut or perforated
- Preprinted or multicolored (may result in media mis-feeds)



If the postcard is warped, press on the warped area before putting it in Tray 1.



- Folded or wrinkled



Thick Paper

Paper thicker than 90 g/m² (24 lb bond) is referred to as thick paper. Test all thick paper to ensure acceptable performance and to ensure that the image does not shift.

Capacity	Tray 1	Up to 10 thick paper sheets, depending on their thickness
Orientation	Face up	
Driver Media Type	Thick Paper	
Weight	91 to 163 g/m ² (25 to 43 lb)	

DO NOT use thick paper that is

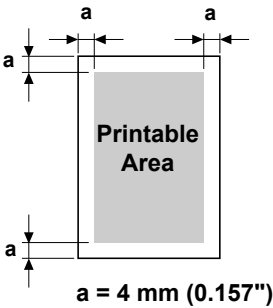
- Mixed with any other media in the trays (as this will cause printer misfeeding)

What Is the Guaranteed Imageable (Printable) Area?

The printable area on all media sizes is up to 4 mm (0.157") from the edges of the media.

Each media size has a specific imageable area, the maximum area on which the printer can print clearly and without distortion.

This area is subject to both hardware limits (the physical media size and the margins required by the printer) and software constraints (the amount of memory available for the full-page frame buffer). The guaranteed imageable (printable) area for all media sizes is the page size minus 4 mm (0.157") from all edges of the media.

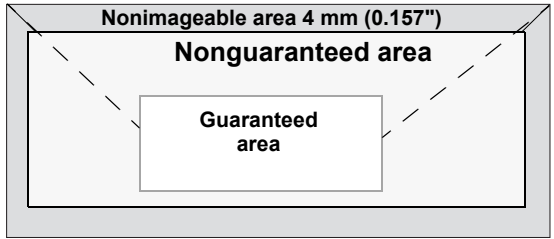


Imageable Area—Envelopes

Envelopes have a nonguaranteed imageable area that varies with envelope type.



The envelope print orientation is determined by your application.



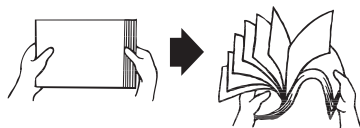
Page Margins

Margins are set through your application. Some applications allow you to set custom page sizes and margins while others have only standard page sizes and margins from which to choose. If you choose a standard format, you may lose part of your image (due to imageable area constraints). If you can custom-size your page in your application, use those sizes given for the imageable area for optimum results.

Loading Media

How do I load media?

Take off the top and bottom sheets of a ream of paper. Holding a stack of approximately 150 sheets at a time, fan the stack to prevent static buildup before inserting it in a tray.



Do not fan transparencies.

Note

Although this printer was designed for printing on a wide range of media types, it is not intended to print exclusively on a single media type except plain paper. Continuous printing on media other than plain paper (such as envelopes, thick paper, or transparencies) may adversely affect print quality or reduce engine life.

When refilling media, first remove any media remaining in the tray. Stack it with the new media, even the edges, then reload it.

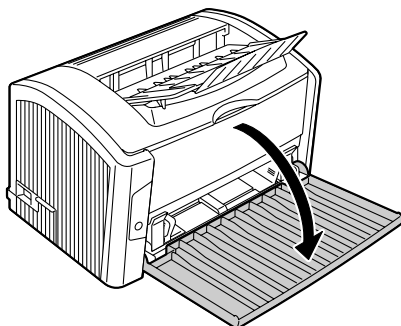
Do not mix media of different types and sizes, as this will cause media mis-feeds.

Tray 1

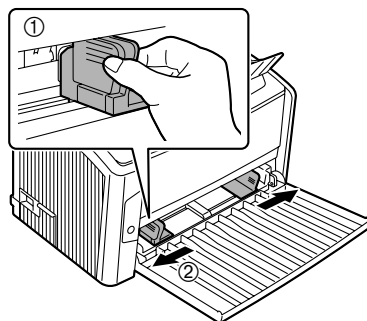
For details on the types and sizes of media that can be printed from Tray 1, refer to “Media Specifications” on page 20.

Loading Plain Paper

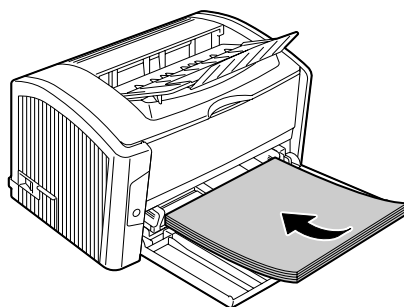
- 1 Open Tray 1.



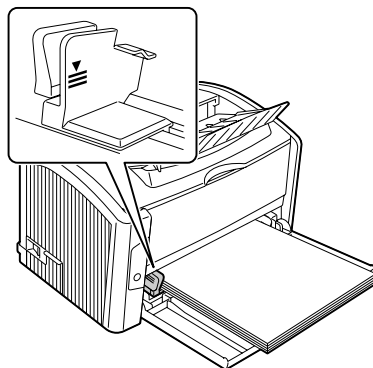
- 2 Slide the media guides apart to provide more space between them.



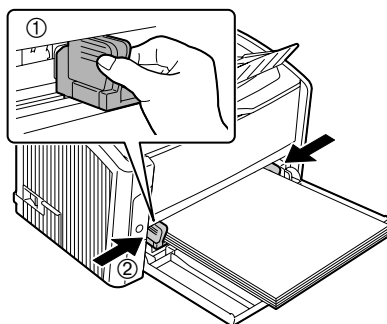
- 3 Load the paper face up in the tray.



Do not load paper above the ▼ mark. Up to 150 sheets (80 g/m² [22 lb]) of plain paper can be loaded into the tray at one time.



- 4** Slide the media guides against the edges of the paper.

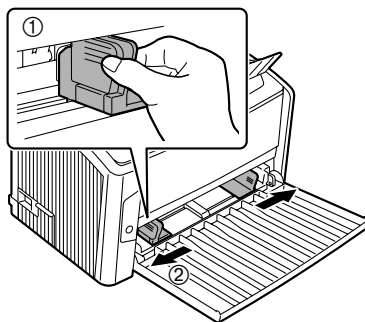


Other Media

When loading media other than plain paper, set the media mode (for example, Transparencies, Envelopes, or Thick Paper) in the driver for optimum print quality.

Loading Envelopes

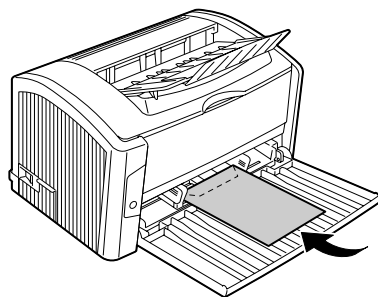
- 1** Remove any media in the tray.
- 2** Slide the media guides apart to provide more space between them.



3 Load the envelopes flap side down in the tray.



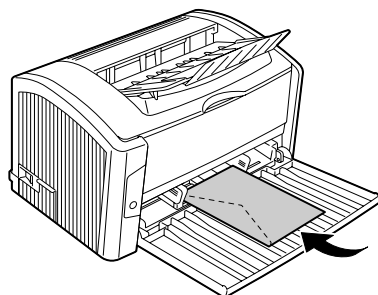
Before loading envelopes, press them down to make sure that all air is removed, and make sure that the folds of the flaps are firmly pressed, otherwise the envelopes may become wrinkled or a media misfeed may occur.



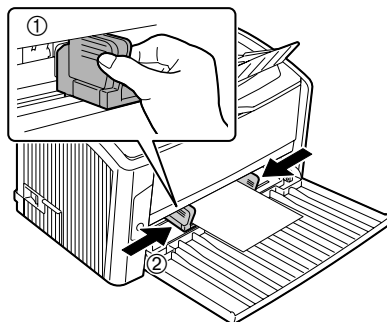
Up to 10 envelopes can be loaded into the tray at one time.



For envelopes with the flap along the long edge, load the envelopes with the flap toward the left of the printer.

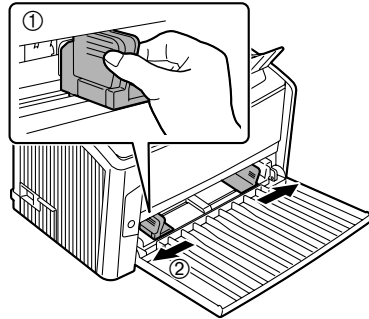


4 Slide the media guides against the edges of the envelopes.



Loading Transparencies/Postcards/Thick Paper

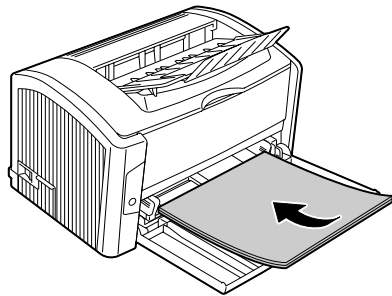
- 1 Remove any media in the tray.
- 2 Slide the media guides apart to provide more space between them.



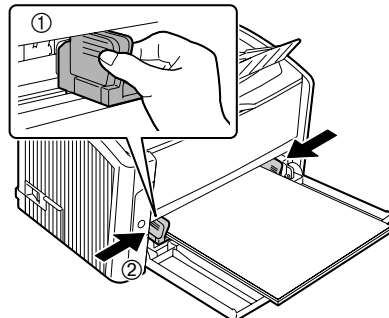
- 3 Load the media face up in the tray.



The number of sheets that can be loaded differs depending on the paper type. For details, refer to "Media Types" on page 21.



- 4 Slide the media guides against the edges of the media.



Manual Duplexing

Select paper with high opacity for duplex (2-sided) printing. For best results, print a small quantity to make sure the opacity is acceptable.

Only plain paper can be used for manual duplexing. Other types of paper cannot be used.

How do I manually duplex?

- 1 In the printer driver (**Layout** tab/**Double Sides**), select **Manual Double Sides**.



*To print a guide for manual duplex printing on the first page, select the **Print Guide Paper** check box and begin printing.*



*Select the necessary settings for **Binding Position** and **Image Shift**.*

- 2 From the Print dialog box of your application, select the necessary settings and print all pages.

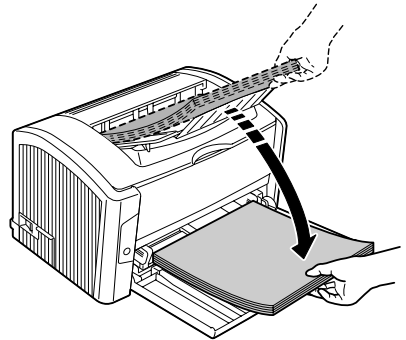


After printing one side, remove the remaining paper from Tray 1.

- 3 Remove the single-sided print-outs from the output tray, and then insert them into Tray 1, printed side down.



Align the edges of the paper removed from the output tray, and then be sure that the paper is flat when it is loaded into the tray. Media misfeeds may occur if the edges of the paper are not aligned or the paper is not flat.



- 4 Click Proceed on the screen of your PC or press the printer's Cancel key (less than 5 seconds).
Printing of the back of the paper begins.



If a misfeed occurs during duplex printing, printing cannot continue from the point where it was stopped after the misfeed is cleared. Repeat the procedure starting with step 2.

Output Tray

All printed media is output to the face-down output tray on top of the printer. This tray has a capacity of approximately 100 sheets (A4/Letter) of 80 g/m² (22 lb) paper.



If the media is stacked too high in the output tray, your printer may experience media misfeeds, excessive media curl, or static buildup.



Remove transparencies as soon as possible from the output tray to avoid static buildup.

Media Storage

How do I store media?

- Keep media on a flat, level surface in its original wrapper until it is time to load it.
Media that has been stored for a long time out of its packaging may dry up too much and cause misfeeding.
- If media has been removed from its wrapper, place it in its original packaging and store in a cool, dark place on a level surface.
- Avoid moisture, excessive humidity, direct sunlight, excessive heat (above 35°C [95°F]), and dust
- Avoid leaning against other objects or placing it in an upright position.

Before using stored media, do a trial printing and check print quality.

Replacing Consumables

5

Replacing Consumables

Note

Failure to follow instructions as outlined in this manual could result in voiding your warranty.

Refilled Toner Cartridges

Note

Do not use refilled toner cartridges. Any damage to the printer or quality problems caused by a refilled toner cartridge will void your warranty. No technical support is provided to recover from these problems.

About Toner Cartridges

This printer uses a black toner cartridge. Handle the toner cartridges carefully to avoid spilling toner inside the printer or on yourself.



Install only new toner cartridges in your printer. If a used toner cartridge is installed, the indicator message will not clear and the supplies status in the Status Display will not be updated.



The toner is nontoxic. If you get toner on your skin, wash it off with cool water and a mild soap. If you get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool, not hot water, to rinse the toner off.



CAUTION

If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.



*Contact the following URL for recycling information.
US: printer.konicaminolta.com/products/recycle/index.asp
Europe: printer.konicaminolta.com*

Keep toner cartridges:

- In their packaging until you're ready to install them.
- In a cool, dry location away from sunlight (due to heat).

The maximum storage temperature is 35°C (95°F) and the maximum storage humidity is 85% (noncondensing). If the toner cartridge is moved from a cold place to a warm, humid place, condensation may occur, degrading print quality. Allow the toner to adapt to the environment for about one hour before use.

- Level during handling and storage.

Do not hold, stand or store cartridges on their ends or turn them upside down; the toner inside the cartridges may become caked or unequally distributed.



- Away from salty air and corrosive gases such as aerosols.

Replacing a Toner Cartridge


When replacing a toner cartridge, refer to the following table. For optimum print quality and performance, use only approved KONICA MINOLTA toner cartridges for your specific printer type, as listed in the table below. If you open the front cover, you can find your printer type and the toner cartridge part numbers on the consumables reorder label inside your printer.

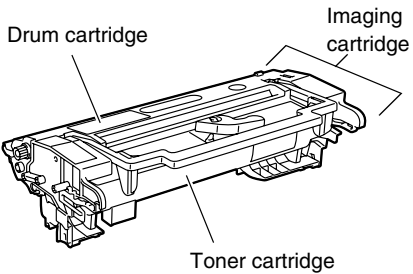
Printer Type	Printer Part Number	Toner Cartridge Type	Toner Cartridge Part Number
AM	9J03311	Toner Cartridge -Black (K)	9J04203
	9J03316		
EU	9J03211	Toner Cartridge -Black (K)	9J04202
AP	9J03218	Toner Cartridge -Black (K)	9J04205
	9J03212	Toner Cartridge -Black (K)	
GC	9J03213	Toner Cartridge -Black (K)	9J04204

Note

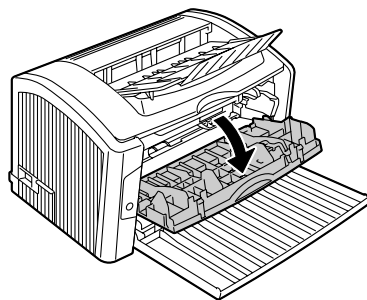
Be careful not to spill toner while replacing a toner cartridge. If toner spills, immediately wipe it off with a soft, dry cloth.

When the toner cartridge is worn out, the indicator on the control panel lights up. For details on the indicator messages, refer to “Indicator Messages” on page 60. After the toner cartridge is replaced, the printer automatically resets the consumables count.

 *In this manual, a toner cartridge attached to a drum cartridge is an imaging cartridge.*



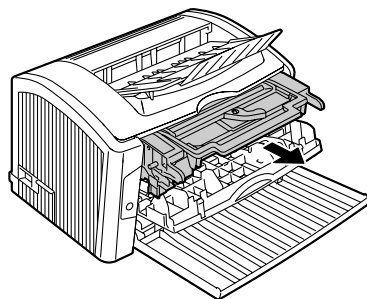
- 1 Grab the front cover grip and open the front cover.



- 2 Pull the handle of the imaging cartridge toward you, and then pull out the imaging cartridge.

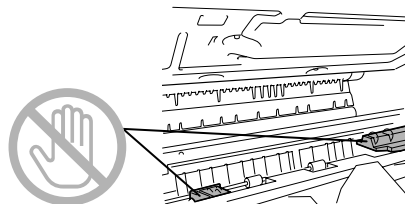
Note

Do not expose the imaging cartridge to light for a long period of time. If the drum cartridge is exposed to light, decreased image quality may result.

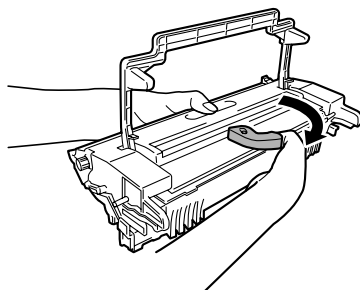


Note

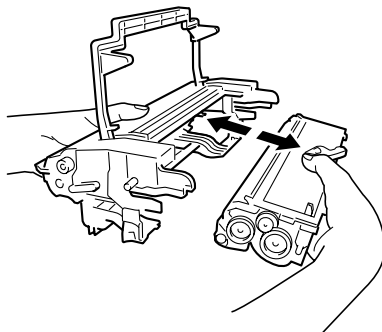
Do not touch the parts indicated in the illustration at the right; otherwise, the electronic parts of the printer may be damaged by static electricity from your body. Any damage resulting from mishandling of the print unit will void the warranty of the printer.



- 3 Move the lever on the toner cartridge in the direction of the arrow.



- 4 Using both hands, separate the toner cartridge and drum cartridge.

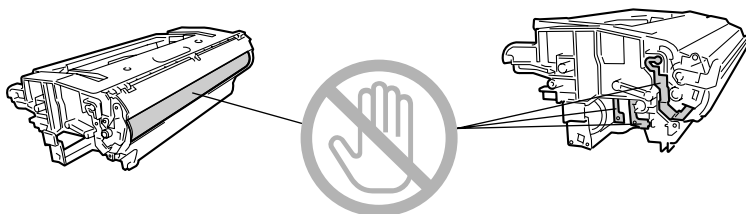


Note

When separating the toner cartridge and drum cartridge, keep them level.

Do not touch the PC drum under the flap of the drum cartridge; otherwise, decreased image quality may result.

Do not touch any metal parts of the drum cartridge and toner cartridge; otherwise, damage from static electricity may result.



Note

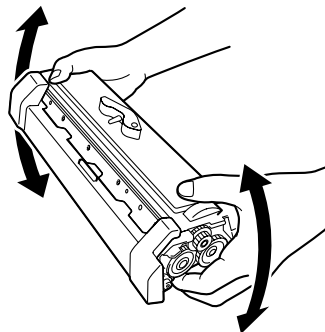
Dispose of the empty toner cartridge according to your local regulations. Do not burn the toner cartridge.

- 5** Remove the new toner cartridge from its box.

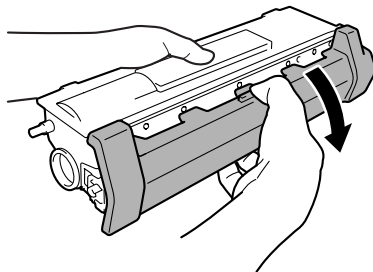


Do not throw away the box. It will be used to pack the used toner cartridge.

- 6** Holding it firmly with both hands, rock the toner cartridge left and right, forward and backward, to distribute the toner evenly.

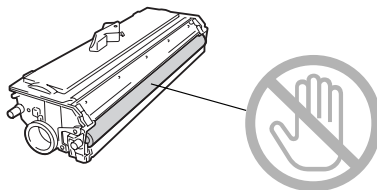


- 7** Remove the protective cover from the toner cartridge.

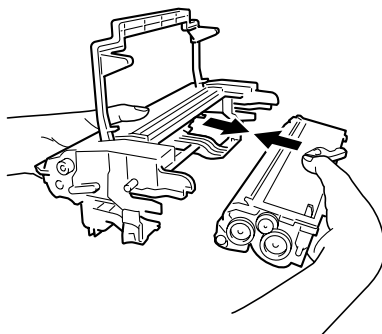


Note

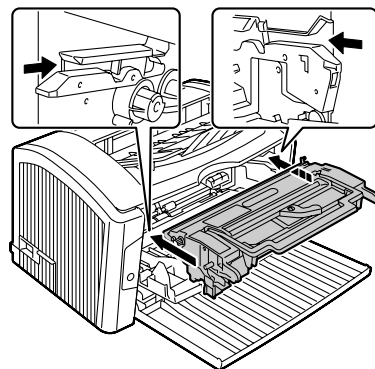
Do not touch the developing roller of the toner cartridge; otherwise, decreased image quality may result.



- 8 While hold both the toner cartridge and the drum cartridge in your hands, align the colored guide on the drum cartridge with the matching colored boss on the toner cartridge to fit the two cartridges together.



- 9 Align the imaging cartridge with the guides in the printer, and then insert the cartridge.

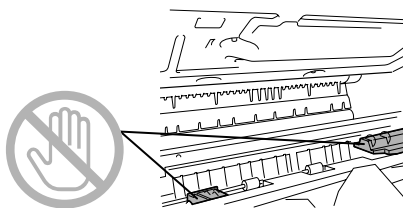


Note

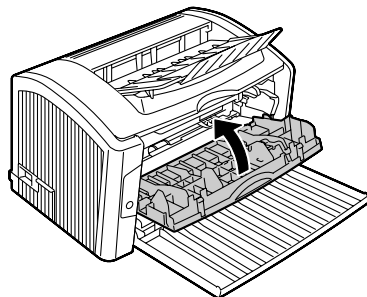
Do not insert the imaging cartridge at an angle or with extreme force; otherwise, the printer may be damaged.

Note

Do not touch the parts indicated in the illustration at the right; otherwise, the electronic parts of the printer may be damaged by static electricity from your body. Any damage resulting from mishandling of the print unit will void the warranty of the printer.



- 10** Press on the front cover grip and close the front cover.



- 11** Place the used toner cartridge into the box that the new toner cartridge was packed in.
- 12** Recycle the used toner cartridge referring to the instructions given in the General Information Guide.

Replacing the Drum Cartridge

When the printed documents become faint or blurred, the drum cartridge may be defective.

The drum cartridge has a capacity of about 20,000 (continuous printing) letter/A4 pages (at an average of 5% or less coverage).

With the Printer menu in Status Display, print out the Configuration page, and then check the total number of printouts.

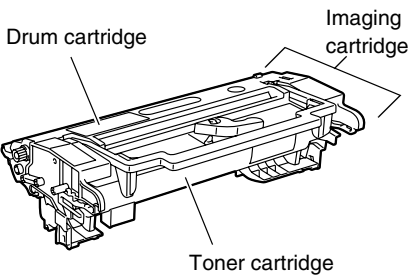
Printer Type	Printer Part Number	Drum Cartridge Type	Drum Cartridge Part Number
AM	9J03311	Drum Cartridge	4519401
	9J03316		
EU	9J03211	Drum Cartridge	4519401
AP	9J03218	Drum Cartridge	4519401
	9J03212	Drum Cartridge	
GC	9J03213	Drum Cartridge	4519401

Note

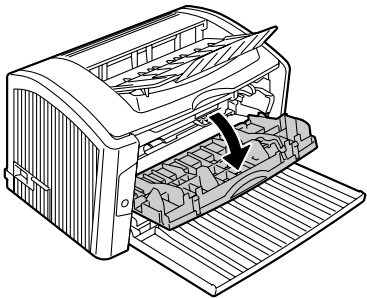
The OPC drum is extremely sensitive to bright light, direct sunlight, and touch. Always leave the drum cartridge in its protective package until you're ready to install it.



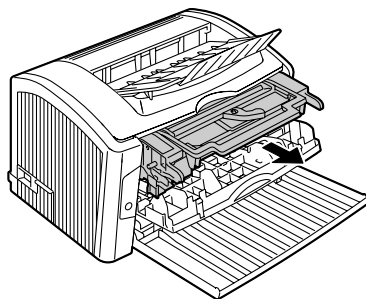
In this manual, a toner cartridge attached to a drum cartridge is an imaging cartridge.



- 1 Grab the front cover grip and open the front cover.

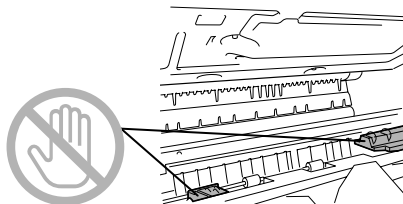


- 2 Pull the handle of the imaging cartridge toward you, and then pull out the imaging cartridge.

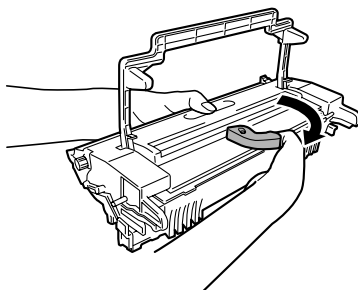


Note

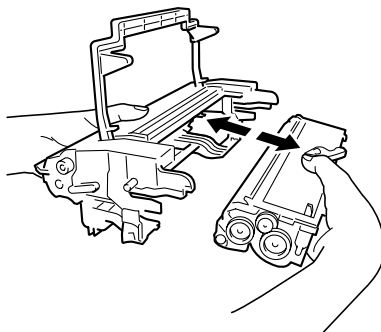
Do not touch the parts indicated in the illustration at the right; otherwise, the electronic parts of the printer may be damaged by static electricity from your body. Any damage resulting from mishandling of the print unit will void the warranty of the printer.



- 3 Move the lever on the toner cartridge in the direction of the arrow.



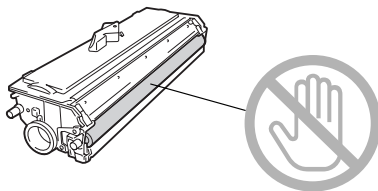
- 4 Using both hands, separate the toner cartridge and drum cartridge.



Note

When separating the toner cartridge and drum cartridge, keep them level.

Do not touch the developing roller of the toner cartridge; otherwise, decreased image quality may result.

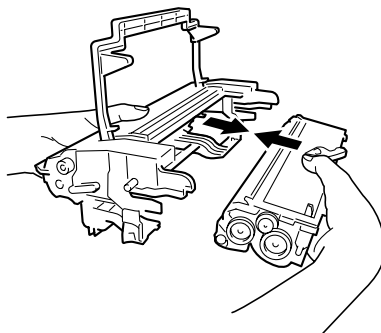


5 Remove the new drum cartridge from its box.



Do not throw away the box. It will be used to pack the used drum cartridge.

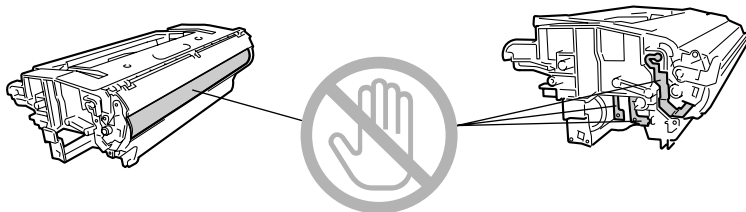
6 While holding both the toner cartridge and the drum cartridge in your hands, align the colored guide on the drum cartridge with the matching colored tab on the toner cartridge to fit the two cartridges together.



Note

Do not touch the PC drum under the flap of the drum cartridge; otherwise, decreased image quality may result.

Do not touch any metal parts of the drum cartridge and toner cartridge; otherwise, damage from static electricity may result.



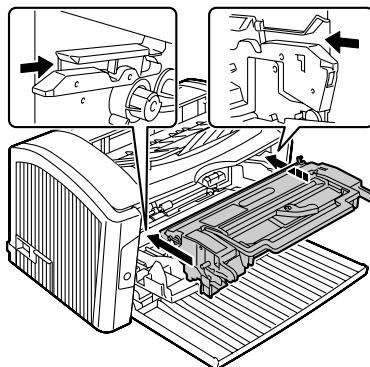
Note

Dispose of the used drum cartridge according to your local regulations. Do not burn the drum cartridge.

- 7 Align the imaging cartridge with the guides in the printer, and then insert the cartridge.

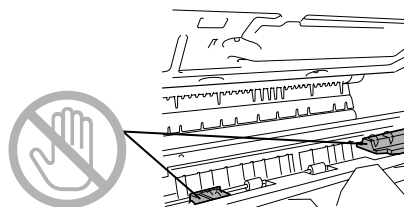
Note

Do not insert the imaging cartridge at an angle or with extreme force; otherwise, the printer may be damaged.

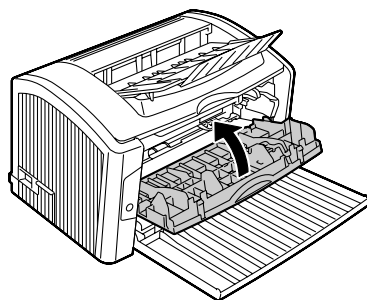


Note

Do not touch the parts indicated in the illustration at the right; otherwise, the electronic parts of the printer may be damaged by static electricity from your body. Any damage resulting from mishandling of the print unit will void the warranty of the printer.



- 8 Press on the front cover grip and close the front cover.



- 9 Place the used drum cartridge into the box that the new drum cartridge was packed in.
- 10 Recycle the used drum cartridge referring to the instructions given in the General Information Guide.

Maintaining the Printer

6

Maintaining the Printer



CAUTION

Read all caution and warning labels carefully, making sure to follow any instructions contained in them. These labels are located on the inside of the printer's covers and the interior of the printer body.

Handle the printer with care to preserve its life. Abuse may cause damage and void your warranty. If dust and paper scraps remain on the inside or outside of the printer, printer performance and print quality will suffer, so the printer should be cleaned periodically. Keep the following guidelines in mind.



WARNING!

Turn off the printer, unplug the power cord, and disconnect all interface cables before cleaning. Do not spill water or detergent into the printer; otherwise, the printer will be damaged and an electric shock may occur.



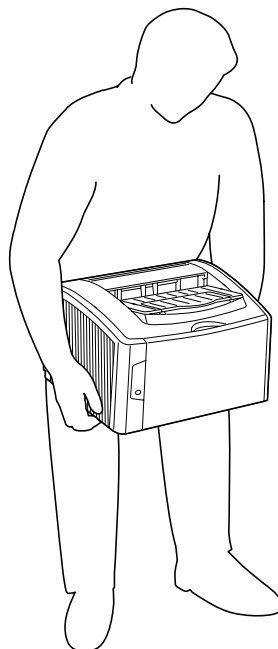
CAUTION

The fuser unit is hot. When the right side cover is opened, the fuser unit temperature drops gradually (one hour wait time).



- Be careful when cleaning the inside of the printer or removing media mis-feeds, as the fuser unit and other internal parts may be very hot.
- Do not place anything on top of the printer.
- Use a soft cloth to clean the printer.
- Never spray cleaning solution directly on the printer's surface; the spray could penetrate through the air vents of the printer and damage the internal circuits.
- Avoid using abrasive or corrosive solutions or solutions that contain solvents (such as alcohol and benzene) to clean the printer.
- Always test any cleaning solution (such as mild detergent) on a small inconspicuous area of your printer to check the solution's performance.
- Never use sharp or rough implements, such as wire or plastic cleaning pads.
- Always close the printer's covers gently. Never subject the printer to vibration.
- Do not cover the printer immediately after using it. Turn it off and wait until it cools down.

- Do not leave the printer's covers open for any length of time, especially in well-lit places; light may damage the drum cartridge.
- Do not open the printer during printing.
- Do not tap media stacks on the printer.
- Do not lubricate or disassemble the printer.
- Do not tilt the printer.
- Do not touch the electrical contacts, gears, or laser devices. Doing so may damage the printer and cause the print quality to deteriorate.
- Keep media in the output tray at a minimum level. If the media is stocked too high, your printer may experience media misfeeds and excessive media curl.
- Keep the printer level to avoid toner spillage.
- When lifting the printer, grasp the areas shown in the figure.



- If you get toner on your skin, wash it off with cool water and a mild soap.



CAUTION

If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

- Make sure any parts removed during cleaning are replaced before you plug in the printer.

Cleaning the Printer

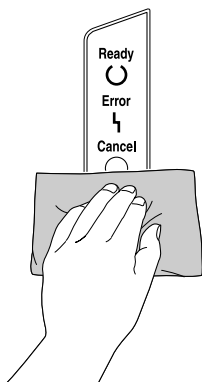


CAUTION

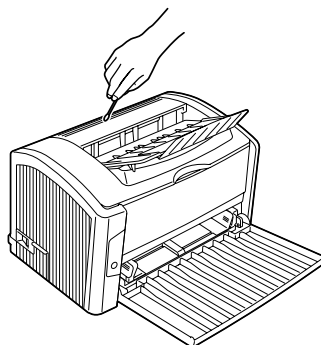
Be sure to turn off the printer and unplug the power cord before cleaning.

Exterior

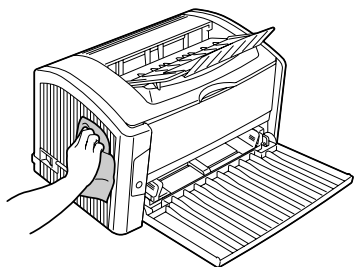
Control Panel



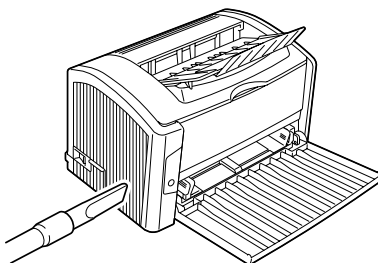
Ventilation Grille



Printer Exterior



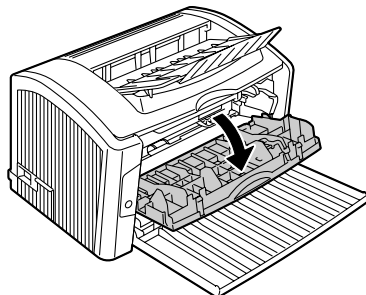
Filter



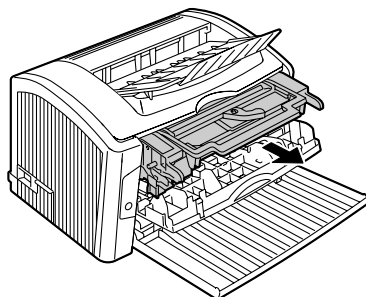
Interior

Cleaning the Media Feed Roller

- 1 Turn off the printer, unplug the power cord, and disconnect USB cable before cleaning. Wait until the fusing section cools down (about 1 hour).
- 2 Grab the front cover grip and open the front cover.



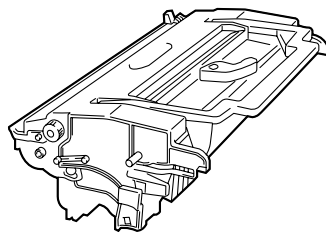
- 3 Pull the handle of the imaging cartridge toward you, and then pull out the imaging cartridge.



Note

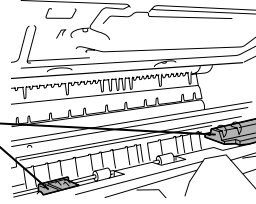
Position the removed imaging cartridge as shown in the illustration at the right. Be sure to keep the drum cartridge horizontal and place it where it will not become dirty.

Do not leave the drum cartridge removed for more than 15 minutes, and do not place the removed drum cartridge in a location where it would be exposed to direct light (such as sunlight).



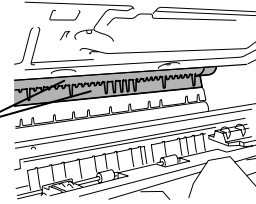
Note

Do not touch the parts indicated in the illustration at the right; otherwise, the electronic parts of the printer may be damaged by static electricity from your body. Any damage resulting from mishandling of the print unit will void the warranty of the printer.

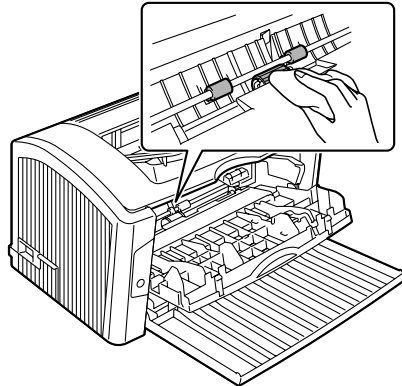


CAUTION

Do not touch the image transfer roller inside the printer; otherwise, decreased image quality may result.



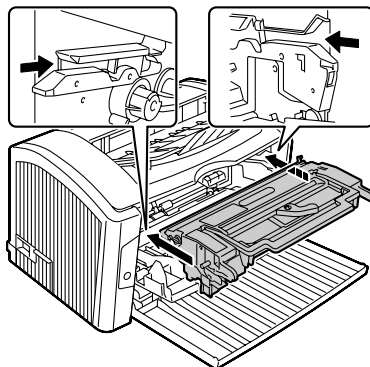
- 4 Wipe the media feed roller with a soft, dry cloth.



- 5 Align the imaging cartridge with the guides in the printer, and then insert the cartridge.

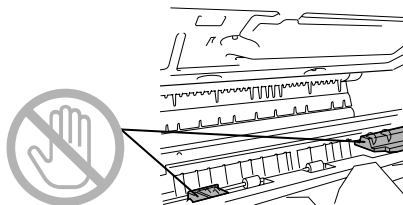
Note

Do not insert the imaging cartridge at an angle or with extreme force; otherwise, the printer may be damaged.

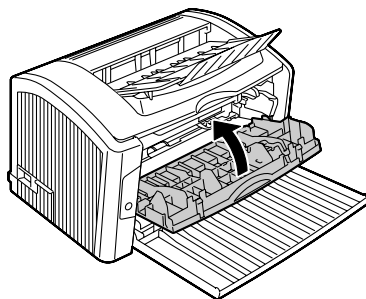


Note

Do not touch the parts indicated in the illustration at the right; otherwise, the electronic parts of the printer may be damaged by static electricity from your body. Any damage resulting from mishandling of the print unit will void the warranty of the printer.



- 6 Press on the front cover grip and close the front cover.



Troubleshooting

7

Introduction

This chapter provides information to aid you in resolving printer problems you may encounter, or at least guide you to the proper sources for help.

Preventing media misfeeds	Page 59
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Indicator messages	Page 60
Clearing media misfeeds	Page 63
Solving problems with media misfeeds	Page 67
Solving other problems	Page 69
Solving problems with printing quality	Page 71

Preventing Media Misfeeds

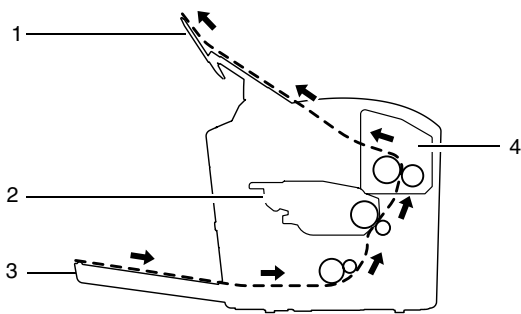
Make sure that...
Media matches the printer specifications.
Media is flat, especially on the leading edge.
The printer is on a hard, flat, level surface.
You store media in a dry location away from moisture and humidity.
You remove transparencies from the output tray immediately after printing to avoid static buildup.
You always adjust the media guides in Tray 1 <i>after</i> inserting the media (a guide that is not properly adjusted can cause poor print quality, media misfeeds, and printer damage).
You load the media printing-side up in the tray (many manufacturers place an arrow on the end of the wrapper to indicate the printing side).

Avoid...
Media that is folded, wrinkled, or excessively curled.
Double feeding (remove the media and fan the sheets—they may be sticking together).
Fanning transparencies since this causes static.
Loading more than one type/size/weight of media in a tray at the same time.
Overfilling the trays.
Allowing the output tray to overfill (the output tray has a 150-sheet capacity—misfeeding may occur if you allow media to accumulate more than 150 sheets at one time).
Allowing the output tray to fill with more than a few transparencies.

Understanding the Media Path

Understanding the printer's media path will help you locate media misfeeds.

- 1 Output tray
- 2 Imaging cartridge
- 3 Tray 1
- 4 Fuser unit



Indicator Messages

The control panel indicators (Ready, Error) provide information about your printer and help you locate each problem. For details on the lighting of the indicators, refer to “About the Indicators” on page 4.

For details on the status messages, refer to “Status Messages (Ready Indicator, Error Indicator)” on page 5.

Error Messages

These messages indicate errors which you must correct before a print job can continue or the printer status returned to “Ready”.

Ready indicator (green)	Error indicator (orange)	Condition	Action
Blinking	Blinking	Communication Error	Check the printer cable.
		Print Over-run	Turn off the printer. After a few seconds, turn on the printer. Change to a lower resolution.

Ready indicator (green)	Error indicator (orange)	Condition	Action
Rapid blinking alternately		No media in the tray specified in the printer driver.	Load the appropriate type of media into Tray 1.
		Media size error If the "Auto Continue" option has been activated in the Status Display, the sheets already fed in is automatically ejected after a predetermined time.	Load the appropriate size media into Tray 1.
Off	Blinking	Media jam	Clear the jam, close the front cover, and then continue with the print job.
		No toner cartridge is installed.	Install the toner cartridge.
Off	On	Front cover or top cover is open.	Close the front cover or top cover.
On	Slow blinking	Toner near empty	Prepare a new toner cartridge.
On	Blinking	Toner empty	Replace the toner cartridge.
On	Rapid blinking	Toner cartridge end	Replace the toner cartridge.
		A toner cartridge other than a genuine KONICA MINOLTA toner cartridge has been detected.	Install a genuine KONICA MINOLTA toner cartridge.
		A toner cartridge for a different region has been detected.	Install a toner cartridge that is appropriate for this printer and the current region.

Service Message

This message indicates a more serious fault that can only be corrected by a customer service engineer.

Ready indicator (green)	Error indicator (orange)	Condition	Action
Off	Rapid blinking	Fatal error	Turn the printer off, then on again. If the problem persists, contact your vendor or authorized service provider.

Clearing Media Misfeeds

To avoid damage, always remove misfed media gently, without tearing it. Any pieces of media left in the printer, whether large or small, can obstruct the media path and cause further misfeeds. Do not reload media that has misfed.

Note

The image is not fixed on the media before the fusing process. If you touch the printed surface, the toner may stick to your hands, so be careful not to touch the print face when removing the misfed media. Make sure not to spill any toner inside the printer.



CAUTION

Unfused toner can dirty your hands, clothes, or anything else it gets on. If you accidentally get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool, not hot water, to rinse the toner off. If toner gets on your skin, wash it off with cool water and a mild soap.



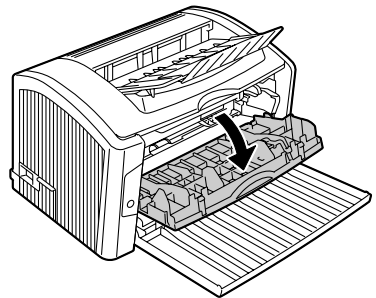
CAUTION

If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

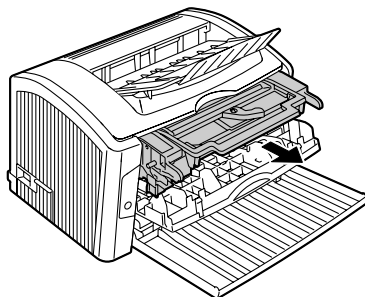
If, after clearing the media misfeed, the misfeed message in the control panel window persists, open and close the printer's covers. This should clear the misfeed message.

Clearing Procedures

- 1 Grab the front cover grip and open the front cover.



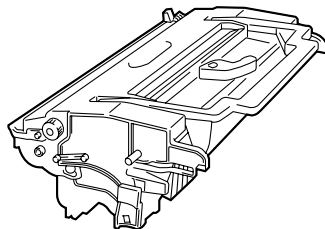
- 2 Pull the handle of the imaging cartridge toward you, and then pull out the imaging cartridge.



Note

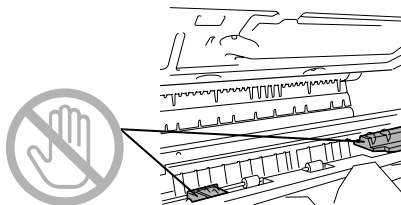
Position the removed imaging cartridge as shown in the illustration at the right. Be sure to keep the drum cartridge horizontal and place it where it will not become dirty.

Do not leave the drum cartridge removed for more than 15 minutes, and do not place the removed drum cartridge in a location where it would be exposed to direct light (such as sunlight).

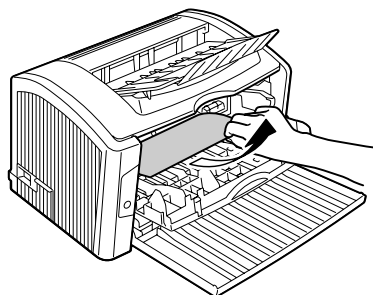


Note

Do not touch the parts indicated in the illustration at the right; otherwise, the electronic parts of the printer may be damaged by static electricity from your body. Any damage resulting from mishandling of the print unit will void the warranty of the printer.



- 3 Pull out the jammed media along the feeding direction.



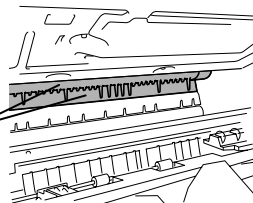


CAUTION

The fusing unit is extremely hot.
Touching any part near the fusing
unit may result in burns.



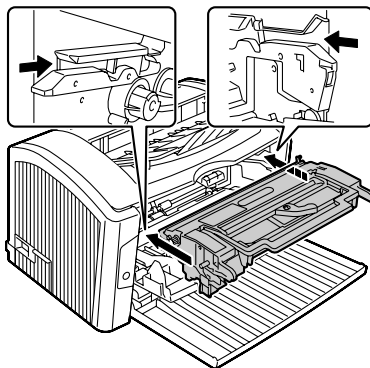
Do not touch the image transfer
roller inside the printer;
otherwise, decreased image
quality may result.



- 4 Align the imaging cartridge with
the guides in the printer, and
then insert the cartridge.

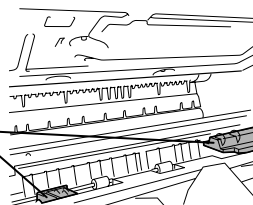
Note

Do not insert the imaging
cartridge at an angle or with
extreme force; otherwise, the
printer may be damaged.

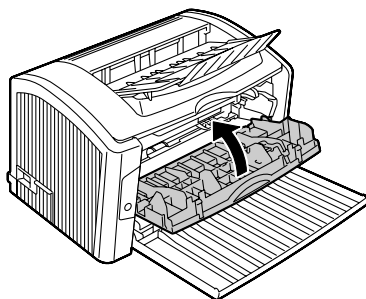


Note

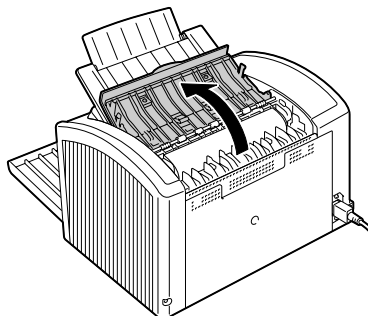
Do not touch the parts indicated
in the illustration at the right;
otherwise, the electronic parts of
the printer may be damaged by
static electricity from your body.
Any damage resulting from
mishandling of the print unit will
void the warranty of the printer.



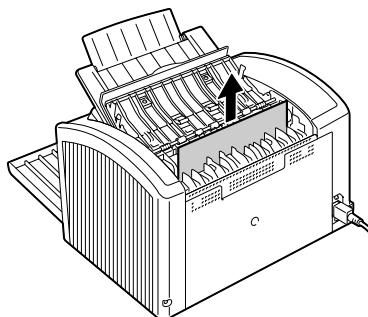
- 5** Press on the front cover grip and close the front cover.



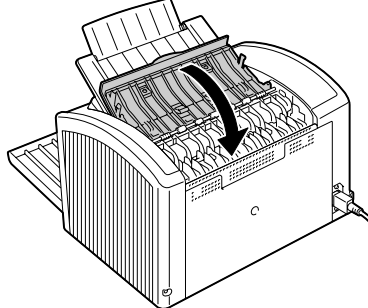
- 6** Grab the top cover grip and open the top cover.



- 7** Pull out any jammed media.



- 8** Press on the top cover grip and close the top cover.



Solving Problems with Media Misfeeds



Frequent misfeeds in any area indicate that area should be checked, repaired, or cleaned. Repeated misfeeds may also happen if you're using unsupported print media.

Symptom	Cause	Solution
Several sheets go through the printer together.	The front edges of the media are not even.	Remove the media and even up the front edges, then reload it.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
	Too much static electricity is present.	Do not fan transparencies.
Media misfeed message stays on.	The top cover needs to be opened and closed again to reset the printer.	Open and close the top cover of the printer again.
	Some media remains misfed in the printer.	Recheck the media path and make sure that you have removed all of the misfed media.
Media is misfeeding.	The media is not correctly positioned in the tray.	Remove the misfed media and reposition the media properly in the tray.
	The number of sheets in the tray exceeds the maximum allowed.	Remove the excess media and reload the correct number of sheets in the tray.
	The media guides are not correctly adjusted to the media size.	Adjust the media guides in the Tray 1 to match the size of the media.
	Warped or wrinkled media is loaded in the tray.	Remove the media, smooth it out, and reload it. If it still misfeeds, do not use that media.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
	The recommended transparency is facing the wrong way in Tray 1.	Load the transparencies according to the manufacturer's instructions.

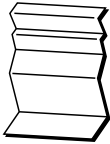
Symptom	Cause	Solution
Media is misfeeding.	Envelopes are facing the wrong way in Tray 1.	Load the envelopes in Tray 1 so the flaps are facing down and into the printer.
		If the flaps are on the long edge, load the envelopes with the flap toward the left of the printer.
	Transparencies have collected static electricity in the tray.	Remove the transparencies and load them in Tray 1 one sheet at a time. Do not fan transparencies before loading them.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use KONICA MINOLTA-approved media. See “Media Specifications” on page 20 for supported size.
	The media feed roller is dirty.	Clean the media feed roller. For more details, refer to “Interior” on page 53.

Solving Other Problems







To order KONICA MINOLTA consumables, go to www.q-shop.com.


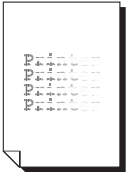

Symptom	Cause	Solution
Printer power is not on.	The power cord is not correctly plugged into the outlet.	Turn off the printer, confirm that the power cord is correctly plugged into the outlet, and then turn on the printer.
	Something is wrong with the outlet connected to the printer.	Plug another electrical appliance into the outlet and see whether it operates properly.
	The power switch is not correctly turned on (I position).	Turn the power switch off (O position), then turn it back to the on (I position).
	The printer is connected to an outlet with a voltage or frequency that does not match the printer specifications.	Use a power source with the specifications listed in appendix A, "Technical Specifications" on page 78.
Printing takes too much time.	The printer is set to a slow printing mode (for example, thick paper or transparency).	It takes more time to print with special media. When using regular paper, make sure that the media type is set properly in the driver.
	The printer is set to power saving mode.	It takes time for printing to start in power saving mode.
	The job is very complex.	Wait. No action needed.
	A toner cartridge for a different region or an unapproved toner cartridge is installed.	Install a KONICA MINOLTA toner cartridge approved for your specific printer.
Blank pages come out during printing.	The toner cartridge is defective.	Check the toner cartridges. The image will not be printed if the cartridges are empty.
	The wrong media is being used.	Check that the media type set in the driver matches the media loaded in the printer.




Symptom	Cause	Solution
Not all pages print.	The printer has the wrong kind of cable.	Check your cable.
	The Cancel key was pressed.	Make sure no one pressed the Cancel key while your job was printing.
	The tray is empty.	Check that the trays are loaded with media, in place, and secure.
	A document is printed with an overlay file which has been created by a non-PagePro 1400W driver.	Print the overlay file using a PagePro 1400W driver from the PagePro 1400W Utilities and Documentation CD-ROM.
Printer resets or turns off frequently.	The power cord is not correctly plugged into the outlet.	Turn off the printer, confirm that the power cord is correctly plugged into the outlet, and then turn on the printer.
	A system error occurred.	Contact Technical Support with the error information.
With Combination on multiple copies, the output is incorrect.	Both the driver and the application have been set for collation.	For Combination on multiple copies, choose Collate only in the driver's Basic Tab. Do not set collation in the application.
You hear unusual noises.	The printer is not level.	Put the printer on a flat, hard, level surface not to exceed $\pm 1^\circ$ slant in any direction.
	There is a foreign object stuck inside the printer.	Turn off the printer and remove the object. If you cannot remove it, contact Technical Support.
Media is wrinkled. 	The media is moist from humidity or having water spilled on it.	Remove the moist media and replace it with new, dry media.
	The media feed roller or fuser unit is defective.	Check them for damage. If necessary, contact Technical Support with the error information.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use KONICA MINOLTA-approved media. See "Media Specifications" on page 20 for supported sizes and types. For a complete list of approved media, go to www.printer.konicaminolta.com .

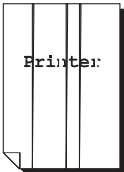

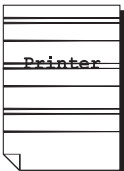
Solving Problems with Printing Quality

Symptom	Cause	Solution
<p>Nothing is printed, or there are blank spots on the printed page.</p> 	The toner cartridge is defective.	Remove the toner cartridge and check it for damage. If it is damaged, replace it.
	The printer driver is not set correctly.	Select the proper setting in the printer driver to switch from transparencies to plain paper.
	The drum cartridge is defective.	Remove the drum cartridge and check it for damage. If it is damaged, replace it.
	The media is moist from humidity.	Adjust the humidity for media storage. Remove the moist media and replace it with new, dry media.
	The media set in the printer driver mismatches the media loaded in the printer.	Load the correct media in the printer.
	The power source does not match the printer specifications.	Use a power source with the proper specifications.
	Several sheets are being fed at the same time.	Remove the media from the tray and check for static electricity. Fan plain paper or other media (but not transparencies), and replace it in the tray.
	Media is not set properly in the tray.	Remove the media, tap it to straighten it out, return it to the tray, and realign the media guides.
	The printer is not level.	Put the printer on a flat, hard, level surface not to exceed $\pm 1^\circ$ slant in any direction.

Symptom	Cause	Solution
The entire page is printed in black. 	The toner cartridge is defective.	Remove the toner cartridge and check it for damage. If it is damaged, replace it.
	The drum cartridge is defective.	Remove the drum cartridge and check it for damage. If it is damaged, replace it.
Image is too light; there is low image density. 	The laser lens is dirty.	Clean the laser lens.
	The media is moist from humidity.	Remove the moist media and replace with new, dry media.
	There is not much toner left in the cartridge.	Replace the toner cartridge.
	The toner cartridge is defective.	Remove the toner cartridge and check it for damage. If it is damaged, replace it.
	The media type is set incorrectly.	When printing transparencies, envelopes, postcards, or thick paper, specify the appropriate media type in the printer driver.
Image is too dark. 	The toner cartridge is defective.	Remove the toner cartridge and check it for damage. If it is damaged, replace it.
	The drum cartridge is defective.	Remove the drum cartridge and check it for damage. If it is damaged, replace it.

Symptom	Cause	Solution
Image is blurred; background is lightly stained; there is insufficient gloss of the printed image. 	The toner cartridge is defective.	Remove the toner cartridge and check it for damage. If it is damaged, replace it.
	The drum cartridge is defective.	Remove the drum cartridge and check it for damage. If it is damaged, replace it.
The print density is uneven. 	The toner cartridge is defective.	Install new toner cartridges.
	The drum cartridge is defective.	Remove the drum cartridge and check it for damage. If it is damaged, replace it.
	The printer is not level.	Put the printer on a flat, hard, level surface not to exceed $\pm 1^\circ$ slant in any direction.
Irregular print or mottled image appears. 	The media is moist from humidity.	Adjust the humidity in the media storage area. Remove the moist media and replace it with new, dry media.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use KONICA MINOLTA-approved media. See "Media Specifications" on page 20 for supported sizes.
	The toner cartridge is defective.	Remove the toner cartridge and check it for damage. If it is damaged, replace it.
	The drum cartridge is defective.	Remove the drum cartridge and check it for damage. If it is damaged, replace it.

Symptom	Cause	Solution
<p>There is insufficient fusing or the image comes off when rubbed.</p> 	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use KONICA MINOLTA-approved media. See "Media Specifications" on page 20 for supported sizes.
	The media type is set incorrectly.	When printing transparencies, envelopes, postcards, or thick paper, specify the appropriate media type in the printer driver.
<p>There are toner smudges or residual images.</p> 	One or more of the toner cartridges are defective or installed incorrectly.	Remove the toner cartridge and check it for damage. If it is damaged, replace it.
<p>There are toner smudges on the back side of the page (whether or not it has been duplexed).</p> 	The media transfer roller is dirty.	<p>Clean the media transfer roller.</p> <p>If you think the transfer roller should be replaced, contact Technical Support with the error information.</p>
	The media path is dirty with toner.	Print several blank sheets and the excess toner should disappear.
	The toner cartridge is defective.	Remove the toner cartridge and check it for damage. If it is damaged, replace it.
	The drum cartridge is defective.	Remove the drum cartridge and check it for damage. If it is damaged, replace it.

Symptom	Cause	Solution
Abnormal areas (white or black) appear in a regular pattern. 	The laser lens is dirty.	Clean the laser lens.
	The toner cartridge is defective.	Remove the toner cartridge and check it for damage. If it is damaged, replace it.
	The drum cartridge is defective.	Remove the drum cartridge and check it for damage. If it is damaged, replace it.
Image defects. 	The laser lens is dirty.	Clean the laser lens.
	The toner cartridge is leaking.	Remove the toner cartridge and check it for damage. If it is damaged, replace it.
	The toner cartridge is defective.	Remove the toner cartridge and check it for damage. If it is damaged, replace it.
	The drum cartridge is defective.	Remove the drum cartridge and check it for damage. If it is damaged, replace it.
Lateral lines or bands appear on image. 	The printer is not level.	Put the printer on a flat, hard, level surface not to exceed $\pm 1^\circ$ slant in any direction.
	The media path is dirty with toner.	Print several sheets and the excess toner should disappear.
	The toner cartridge is defective.	Remove the toner cartridge and check it for damage. If it is damaged, replace it.
	The drum cartridge is defective.	Remove the drum cartridge and check it for damage. If it is damaged, replace it.

If the problem is not resolved, even after all of the above have been performed, contact Technical Support with the error information.

For contact information, refer to the General Information Guide.

Appendix

A

Safety Specifications

Printer		
Safety standards	U.S. model	UL 60950, CSA C22.2 No. 60950
	European model	EU Directive 73/23/EEC EU Directive 93/68/EEC EN 60950 (IEC 60950)
	China model	GB 4943
EMC standards	U.S. model	FCC part 15 subpart B class B ICES-003
	European model	EU Directive 89/336/EEC EN 55022 (CISPR Pub. 22) class B EN 61000-3-2 EN 61000-3-3
	China model	GB 9254 class B, GB 17625.1
	Australian model	AS/NZS 3548 class B

Technical Specifications



Printer

Type	Desktop laser beam printer
Print system	Electrostatic dry powder imaging system
Exposure system	Laser diode + polygon mirror scanning
Developing system	Electrophotographic printing system
Resolution	600dpi × 600dpi, 1200dpi × 600dpi
First print	<u>1200dpi × 600 dpi</u> Within 13 seconds (A4/Letter)
Print speed	16 pages per minute for A4 17 pages per minute for letter
Warm-up time	21 seconds or less at startup

Media sizes	<ul style="list-style-type: none"> • Paper — A4, B5(JIS), A5, Legal, Letter, Statement, Executive, Folio, Letter Plus, UK Quarto, Foolscap, G Letter, G Legal, Chinese 16K, Chinese 32K, 16K, Custom media sizes • Envelopes — B5(ISO), #10, C5, DL, Monarch, C6, Chou #3, Chou #4 • Postcard — Japanese Postcard, Double Postcard
Paper/Media	<ul style="list-style-type: none"> • Plain paper (60 to 90 g/m²; 16 to 24 lb.) • Recycled paper (60 to 90 g/m²; 16 to 24 lb.) • Transparencies • Envelopes • Postcard • Thick paper (90 to 163 g/m²; 24 to 43 lb.)
Paper feeding	• Tray 1
Input capacity	• Tray 1: 150 sheets
Output capacity	• Output tray: 100 sheets
Operating temperature	10 to 35°C (50 to 95°F)
Operating humidity	15 to 85%
Power supply	110-127 V, 50-60 Hz 220-240 V, 50-60 Hz
Power consumption	120 V: 900 W 220-240 V: 900 W
Amperage	120 V: 8.0 A or less 220-240 V: 4.5 A or less
Acoustic Noise	Printing: 54 dB or less Standby: 39 dB or less
External dimensions (with Tray1 and the output tray closed)	Height: 240 mm (9.4") Width: 354 mm (13.9") Depth: 269 mm (10.6")
Weight	Printer: approximately 6 kg (2.7 lb.) Drum cartridge: approximately 0.4 kg (0.9 lb.) Toner cartridge: approximately 0.3 kg (0.7 lb.)
Interface	USB 2.0 (Bulk transfer)
Standard memory	8 MB

Consumables Life Expectancies Chart

User-Replaceable

Item	Average Life Expectancy (in Simplex Pages)
Toner Cartridge	Starter Cartridge: Average Cartridge Yield 1,000 standard pages. Replacement Cartridge: Average Cartridge Yield 2,000 standard pages. Declared yield value in accordance with ISO/IEC 19752  <i>The toner cartridge life will be shorter when using intermittent printing.</i>
Drum cartridge	20,000 continuous printing  <i>The drum cartridge life will be shorter when using intermittent printing.</i>

Service-Replaceable

Item	Average Life Expectancy
Media feed roller	When continued media jams occur
Transfer roller	50,000 pages
Fuser unit	30,000 pages

Our Concern for Environmental Protection



As an ENERGY STAR® Partner, we have determined that this machine meets the ENERGY STAR Guidelines for energy efficiency.

What is an ENERGY STAR product?

An ENERGY STAR product has a special feature that allows it to automatically switch to a “low-power mode” after a period of inactivity. An ENERGY STAR product uses energy more efficiently, saves you money on utility bills and helps protect the environment.

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